

# Working Effectively in/with Local Health Departments – Part II

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# Overview

- Relationships
- Communication
- Mistakes
- Intergovernmental Dynamics
- Information
- Take Home Lessons

# Relationships

- The best time to make a friend is before you need one.
- It is not what they say while you are in the room that matters, it is what they say after you leave.
- On co-workers: You don't have to invite them home and cook for them, you just have to get along with them while you are at work.



# Communication

- Those that know aren't talking and those that are talking don't know.
- It is hard to listen with your mouth open.
- The world is a leaky place; there are no secrets.
- Bad news does not improve with age.

# Mistakes – We All Make Them

- The test of one's character is how we react to the mistakes we make.
- Try not to make the same mistakes over and over.
- Try not to make a whole bunch of big mistakes at the same time.
- Those are deeper waters than I swim in.
- Eight most important words...

# Intergovernmental Dynamics

- Avoid the “blame game.”
- The story of Three Envelopes.
- The Copernican theory of public health.



# Take Home Lessons

- EP&R is the both a very high priority for districts AND it is one of about 25 programs and activities district management teams must integrate into a cohesive local public health system.
- When you've met one health director, you've met one health director.
- It is easier to prevent problems than to solve them.

# Take Home Lessons continued...

- Change is good; you go first - Dilbert